

Workshop Session Plan: Transparency, Influence and Accountability – Housing Improvement Workshop

Facilitator: Charlotte Bailey (Tenant Partnership Manager) / Sarah Hobbs (Housing Policy & Projects Manager)

Duration: 1.5 hours (90 minutes)

Location: The Carroll Centre, Somers Close, Stanmore, Winchester

Date: 12th March 2025

Resources Required:

- Flipchart paper
- Marker pens
- Post-it notes (optional)
- Printed headings for Smiles / Frowns / Lightbulbs / Butterflies (optional)
- Projector/Screen (to display Social Housing Regulatory Standard link)

Session Objectives:

- Reflect on progress and changes since the last meeting
- Understand what the Social Housing Regulatory Standard on **Transparency, Influence and Accountability** means in practice
- Evaluate what's working well and what needs improvement within Housing Services
- Identify ideas for transformation and influence future improvement plans
- Reconnect and energise the tenant voice

Session Timetable (6:00 – 7:30pm)

6:00 – 6:10 | Welcome, Warm-Up & Purpose Setting

- Welcome all participants, especially new attendees
- Quick check-in icebreaker:
“**One Word Check-In**” – Ask each person to say one word that reflects how they feel about housing services right now (can be hopeful, frustrated, curious, etc.)
- Briefly introduce the purpose of the session and what you hope to achieve together

6:10 – 6:20 | Review of Actions and Outcomes Since December

- Share key updates and progress made since the last workshop (flipchart or verbal summary)
- Invite reflections or comments from tenants – has anything changed from their perspective?

6:20 – 6:25 | Update on Rebranding of the Groups

- Brief overview of any rebranding or changes to tenant groups and involvement structures
- Invite quick reactions, questions or ideas

6:25 – 6:30 | Introduction to the Social Housing Standard

- Provide a **very brief explanation** of the **Transparency, Influence and Accountability Standard**:

“This standard is about making sure tenants are well informed, can influence decisions that affect them, and can hold their landlord to account. It covers things like clear communication, opportunities to shape services, and making sure tenant voices are genuinely heard.”

- Display the full standard (link or summary) on a screen or flipchart for those who want more detail

6:30 – 7:10 | Main Activity – Smiles, Frowns, Lightbulbs, Butterflies

Small Group Exercise (30 mins), followed by Group Feedback (10 mins)

Break into **3 small groups (4 people per group)**

Ask each group to pick **one Housing Service Area** from the list below (or suggest their own if something feels more important to them):

Housing Service Areas Menu:

1. Repairs and maintenance
2. Communicating with tenants (letters, calls, online info)
3. Complaints and feedback handling
4. Tenant involvement and decision-making
5. Grounds maintenance and estate services
6. Lettings and allocations
7. Tenancy Sustainment
8. Anti-social behaviour response
9. Accessibility and inclusion (including Domestic Abuse support)
10. Tenant/ Resident satisfaction and follow-up

Each group uses **flipchart paper** to explore their chosen area through this metaphor:

Smiles 😊 What's going well?

Frowns 😞 What's not working or frustrating?

Lightbulbs 💡 What's innovative or outstanding?

Butterflies 🦋 What's possible? Where's the potential for growth or transformation?

Encourage groups to be honest, creative and specific. Add real examples.

7:00 – 7:10 | Whole Group Feedback

- Ask each group to briefly present highlights from their discussion (2-3 minutes each)

7:10 – 7:25 | Participatory Evaluation Activity – “The River”

- Draw a large river shape on a flipchart
- Ask participants to reflect on their **journey through this session**:
 - **Pebbles (challenges)**: What was hard or uncomfortable today?
 - **Flowing water (what worked well)**: What felt energising, useful or clear?
 - **Fish (new ideas or insights)**: What are you taking away from the session? What would you like to see next session?

Participants can add drawings, words or symbols to the river using markers or post-its.

Facilitator to reflect back what's been shared and thank participants.

7:25 – 7:30 | Closing & Next Steps

- Share how the outcomes will be used
- Confirm next meeting date or how feedback will be followed up
- Thank everyone for their contributions and encourage them to stay connected